User Manual
COOL

HEAT

FRESH
/FAN

Modes and functions available depend on your Air Conditioning Unit.
## Contents

### Getting Started

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick Start</td>
<td>2-3</td>
</tr>
<tr>
<td>Quick Menu &amp; Controls</td>
<td>4-5</td>
</tr>
<tr>
<td>Adjusting Airflow for a Zone</td>
<td>6</td>
</tr>
<tr>
<td>Controlling Zone Temperature</td>
<td>7</td>
</tr>
<tr>
<td>Setting the AC Timer</td>
<td>8-9</td>
</tr>
<tr>
<td>Setting a Program</td>
<td>10-11</td>
</tr>
<tr>
<td>Assigning a Program</td>
<td>12-13</td>
</tr>
<tr>
<td>Turbo Zone</td>
<td>14-15</td>
</tr>
<tr>
<td>Setting up Favorites</td>
<td>16-17</td>
</tr>
<tr>
<td>Using ITC</td>
<td>18-19</td>
</tr>
<tr>
<td>AirTouch App &amp; Integrations</td>
<td>20-21</td>
</tr>
</tbody>
</table>

### Advanced System Settings

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>AirTouch Android OS Console</td>
<td>24</td>
</tr>
<tr>
<td>Naming Your Zones</td>
<td>25</td>
</tr>
<tr>
<td>Screen Lock</td>
<td>26</td>
</tr>
<tr>
<td>Owner’s Name</td>
<td>27</td>
</tr>
<tr>
<td>Temperature Display</td>
<td>28</td>
</tr>
<tr>
<td>Balancing &amp; Grouping Tables</td>
<td>29</td>
</tr>
<tr>
<td>WiFi &amp; Internet Setup</td>
<td>30-31</td>
</tr>
<tr>
<td>Favourite Apps</td>
<td>32-33</td>
</tr>
<tr>
<td>Troubleshooting</td>
<td>34-35</td>
</tr>
<tr>
<td>Specifications</td>
<td>36-37</td>
</tr>
</tbody>
</table>
Quick Start - Console

Unit Selection
(Select to switch to other units if available)

Current Temperature & Set Point

AC Unit On/Off Button

Favourite Apps

Quick Menu Button

Zone Name & Airflow Percentage
Adjust with + and - buttons
To rename your Zones see page 25.
(Will display Set Point Temperature if you have optional Individual Temperature Control Sensors)

Mode
Cool, Fresh, Heat, Dry & Auto
(Depends on unit)

Slider
To change the temperature

Fan Speed

System/AC Status

AC ON/OFF Quick Operations

www.airtouch.net.au
Quick Start - Mobile App

Home Screen

Some Settings & Zone names setup on the AirTouch Console will be replicated in the App.

Zones Screen
Quick Menu & Controls

You can access common AirTouch features using the Quick Menu.

1. Access the **Quick Menu** by tapping on the menu icon 🔄 in the top right.
To turn On or Off AC either tap the **Power** button at the top

Or push and hold the button on the lower right corner.
Adjusting Airflow for a Zone

Use the + and - buttons next to the zone names to increase or decrease the air flow in 5% increments.

Your zone names are on the left of the home screen.

By default, AirTouch lets you control the air volume in % for each zone.
Controlling Zone Temperature

If a zone has ITC installed, it can be controlled by temperature or airflow.

1. Use the + and – buttons to increase or decrease the set point in an individual zone.
   *If a zone has ITC available, the air temperature/volume will have a rounded border.

   ![Image of airtouch interface]

   - To switch to °C temperature display (set point temperature for the zone), tap on the Air Volume %.

   ![Image of temperature adjustments]
   - The air volume will automatically adjust according to the difference of set temperature and measured temperature in the zone.

**NOTE:**
If ‘Groups lock to temp control’ is ticked in Installer Settings, the groups will only have setpoint display.
Setting the AC Timer

The AC Timer function is useful for automatically switching the AC on or off at a given time.

The ON and OFF Timer function can be used in combination or separately for 1 or more AC units.

1. Open the Quick Menu and select Programs (see page 4).
2. Use the **Time** wheel to choose the time for each operation.
Setting a Program

A more advanced version of the Timer function is the Program function, letting you turn the AC ON or OFF and specify a Temperature for your entire house or individual zones.

1. Open the Quick Menu and select Programs.

2. Customise up to 4 Programs for any day of the week by tapping the Grid square for each ON and OFF Time, and the desired temperature.
3 Use the time wheel to choose each ON/OFF Time.

4 Use the keypad to enter the Temperature for each Programmed event.

4b If you only want to use a Program in a certain zone/s, you will need to Assign it. See page 12.
Assigning a Program to a Zone or AC unit

A Program(s) must be set up before it can be Assigned. See page 10.

1. Open the Quick Menu and select Programs.

2. Select the Assignment option to see the list of the current programs available.
3 Tap on the **Program** menu of a zone or AC unit to show all program options. Tapping a program option will **Assign** the program to the zone or the AC unit.

![Program menu](image)

4 To clear your choice, select **None**.

If a **Zone** has a **Program** event **Assigned**, the timer icon 🕒 will appear next to it.

If an **AC unit** has a **Program** event **Assigned** the timer icon 🕒 will appear next to its name at the top of the home screen.
Turbo Zone

For high volumes of conditioned air in a single zone.

AirTouch’s Turbo Zone feature can cool or warm a single zone quickly; or can be useful when there is a lot of activity and you need more conditioned air than normal.

1. Open the Quick Menu and select System settings.

2. Tap on Turbo Group and a drop-down menu will appear. Select which room you want a larger volume of air.
To activate the Turbo function, tap on the button again.

If there is more than one system, multiple Turbo groups can be set.

The Turbo function cannot be programmed. It is activated manually from the console when needed.
Setting up Favourites

AirTouch’s Favourites feature allows you to save your climate control scenarios.

1. Open the Quick Menu and select Favourites.

2. Create up to four Favourite presets. Select whether you want each zone ON or OFF.
3 Give your **Favourite(s)** option a name and you’re good to go!
Using ITC (Individual Temperature Control)

ITC Sensor & Button

- Press the button once to see if your Zone is ON or OFF
  - **Blue** Light = ON
  - **Red** Light = OFF
- Press the button again to change between ON or OFF

Replacing The battery

1. Remove the cover. Push the battery in the direction of the arrow on the pcb board. (as shown in the diagram on page 19)

2. When replacing the battery, press and hold the Zone Button (2) after removing the dead battery for 5 seconds to remove any residual charge from the circuit.

After replacing a battery you may need to pair the ITC sensor with AirTouch again.

The battery (3) used is 3V CR2450.

When the battery is low, a Low Battery icon ( biomedical ) will appear near the zone name of the sensor.

A good battery will last for around 1 ½ to 2 years.

When the battery is flat, the zone will change to % control if there is no other sensor in it.
Pairing ITC Sensors with AirTouch

1. On the AirTouch console open the Quick Menu and select System Settings > Installer > Sensors > Turn Sensor Pairing from Stop to Start.

   By default, the installer password is Polyaire.

2. After removing the cover from the ITC sensor, push and hold the Pairing Button (2) for 5 seconds until the LED (1) turns blue (zone on) or red (zone off)

   The zone name will appear on the sensor page of AirTouch 4 when the pairing is successful.
Install the AirTouch 4 App through the Apple App Store or Google Play Store.

After downloading the application, follow the prompts to link to your AirTouch console.

AirTouch 4 is compatible with:
- iOS 8.0 and above
- Android 4.0.3 and above

AirTouch 4 App

The AirTouch 4 App can be downloaded free of charge.

To learn more, and see how to set them up, visit airtouch.net.au.

Integrations

We are constantly adding new Smart Home integrations to AirTouch to enhance the system’s capabilities and your home living experience.

To learn more, and see how to set them up, visit airtouch.net.au.
NOTE:
If a mobile device is connected to the same WiFi network as your AirTouch 4, the app will automatically direct you to the control interface. Alternatively, if you are unable to access the control interface, you will be prompted for the AirTouch ID and password to continue. The AirTouch ID can be found in the Preferences section on the console.

When away from home the app will connect to AirTouch using your phones’ 3G or 4G connection.
System Settings
AirTouch Console Android OS Functions

You can leave the AirTouch 4 Application and use the Android OS by swiping up from the bottom of the console to open the Android navigation bar and pressing the home button.

The following settings are configured through the Android OS:

- Date & Time
- WiFi
- Audio

Note:
Some of the Apps shown here are not preloaded

You can install any available Android Apps to your console to enhance the smart hub capability such as automated lighting or security systems as well as any lifestyle or entertainment Apps.

Disclaimer:
We cannot offer support for third party applications installed to, or modifications to the general settings of the Android OS installed on your AirTouch Console. While unlikely, installing third party applications, modifying the settings of or updating the Android OS of the AirTouch 4 Console may cause AirTouch to dysfunction.
**Naming your Zones**

*Zones are referred to as Groups in System Settings.*

Customise AirTouch’s Zone Names to suit your home.

1. Open the **Quick Menu** and select **System settings**.

2. Select **Group Names** and edit individual **Groups** by tapping on the space provided to enter information.

   To make it easy, a preset name can be selected by selecting **Name List**.
Screen Lock

The Screen Lock Protects your Air Conditioning and AirTouch from potential damage caused by children playing with the console. It is set from within the Android OS.

1. Swipe up from the bottom of the console to open the Android navigation bar. Press on the Home button and Tap on Settings.

Go to Security and find the Screen Lock. It is set to None in default.

2. Select ‘Screen Lock’ and follow the prompts to set it up.

Now, when the console goes to sleep and turns blank, you can unlock it using a password.
Owner’s Name

Owner’s Name is used by the mobile app to distinguish between AirTouch 4 systems.

The maximum length for a name is 16 letters.

1. Open the Quick Menu and select System settings.

2. Select Preferences and edit Owner’s Name by tapping on the space provided to enter your details.
Temperature Display

*ITC Feature Only

If you have ITC, you can choose to see the actual temperature of each zone in the home screen.

1. Open the Quick Menu and select System settings.

2. Select Preferences and turn ON or OFF Temperature Display on the home screen.
## Balance & Grouping Tables

(Filled in by your installer)

<table>
<thead>
<tr>
<th>Group</th>
<th>Group Name</th>
<th>Zones Included</th>
<th>Sensors</th>
<th>Turbo Function</th>
<th>Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
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</tbody>
</table>
WiFi & Internet Setup

How to connect AirTouch 4 to a home router, which will enable the control/operation of AC unit and zoning via local WiFi and internet.

1. Open the Quick Menu and select WiFi Settings.

2. Select your desired WiFi network.
Remote Internet Control
For remote AC control over the internet, ensure Internet Access is ticked under System Settings > Preferences.

Software Update
Please make sure the AirTouch 4 is connected to the home router which has internet access. If there is a red dot on the top right corner of Quick Menu, a new version software is available for update. Follow the red dot and prompts to update the system. If the update fails, please try it again.
Favourite Apps

AirTouch 4 console also acts as a home hub where you can access all your favourite apps.

1. Just tap on the AirTouch logo and it will take you to your Favourite Apps page.

2. Tap on the specific app to run it. To exit, tap on the triangle on the navigation bar. To close the window, tap X.
3 Tap on **Manage the List** and you will see:

- Left side – Your Favourite Apps you want to access quickly. Just tap on the Apps to remove them.
- Right side – All Apps installed on the console. To add to the Favourite list, tap on the apps and it will move to the left side.

4 To exit the page, tap on the **X** button. It will take you to the **Favourites List**.

**Note:**
When you first install AirTouch 4, the Favourites List will be empty.
## Troubleshooting

Problem meets solution.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Suggested Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>LED in the lower right corner flashes quickly</td>
<td>No communication between the console and main module. Check if the AirTouch 4 App is running and the wiring.</td>
</tr>
<tr>
<td>LED flashes slowly (Every one second)</td>
<td>AC has an error. Either AC is faulty or the communications between AC and AirTouch 4 is lost. Call technician to further investigate.</td>
</tr>
<tr>
<td>No LED light</td>
<td>No power to the console.</td>
</tr>
<tr>
<td>Dampers have no response when turned on or off</td>
<td>Check if LEDs on the main module light up for relevant zones when the zone dampers are being turned On/Off. If Green/Red LEDs are not activated for the respective zone, the main module may be faulty, replace it. If there is response, there might be a faulty cable and the cable would have to be replaced. If the zone is still non-functional then there might be a faulty damper motor. Check if the cable from touch-pad to the main control module is faulty. If it is a faulty cable, then replace the cable. Check Grouping and find out if the right zones have been assigned to the right groups and have been turned ON/OFF in Zoning section.</td>
</tr>
<tr>
<td>Issue</td>
<td>Resolution</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Some zones cannot be turned off</td>
<td>Check if ‘Spill’ status is displayed for the zone. Opening other zones will rectify the error. *Check spill groups.</td>
</tr>
<tr>
<td>No display on the LCD</td>
<td>*Check if the cable is plugged in properly. Unplug the cable and reconnect it.</td>
</tr>
<tr>
<td></td>
<td>*Check if there is power to the unit.</td>
</tr>
<tr>
<td>LCD Display Corrupted</td>
<td>Reset LCD by holding RESET button on the right side of the console for 2s.</td>
</tr>
<tr>
<td></td>
<td>If error is still not resolved, reset console by unplugging the cable from behind and then reconnect it after about 15 seconds. If the corrupted display remains, power off/on the console. Otherwise, replace the console.</td>
</tr>
<tr>
<td>WiFi symbol disappeared from the touchpad</td>
<td>After a power failure, AirTouch 4 will re-connect to home router and WiFi icon (     ) will be back on in 3 minutes from Power ON.</td>
</tr>
<tr>
<td></td>
<td>Turn the wireless router OFF and turn it back ON.</td>
</tr>
<tr>
<td></td>
<td>Wait for 3 minutes for the AirTouch 4 system to initialise. If WiFi icon (      ) does not appear, follow WiFi setup process to re-establish connection between your home router and AirTouch 4.</td>
</tr>
<tr>
<td>The reaction of the AT4 app on the console is slow after the app has been running for a long time.</td>
<td>Close the app and re-open the app.</td>
</tr>
<tr>
<td></td>
<td>This needs to bring up the Android navigation bar at the bottom, press the left arrow button to close the app. Then restart the app.</td>
</tr>
<tr>
<td>“AC ERRORxx” is on touchpad</td>
<td>This error is displayed due to a fault with the AC unit. The AC ON/OFF function will be disabled when this error is displayed. The xx is the error code. Please call AC technician quoting the error code.</td>
</tr>
</tbody>
</table>
### Specifications

#### Electrical Requirements
- **Power supply:** 24V AC ±10%
- **Line frequency:** 50 Hz

#### Environmental Requirements
- **Operating Temperature:** 0°C to 60°C
- **Altitude:** 0 to 2000 meters
- **Operating relative humidity:** 10% to 80%

Avoid static electricity hazards
Avoid electromagnetic radiation sources
Avoid dust contamination
Avoid highly corrosive environments

#### Zone Output
- **Output voltage:** 24VAC, 50Hz
- **Current:** 200mA (1 damper motor)
<table>
<thead>
<tr>
<th>Transformer</th>
<th>Input Voltage:</th>
<th>240VAC, 50Hz</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Output Voltage:</td>
<td>24VAC, 50Hz</td>
</tr>
<tr>
<td></td>
<td>Wattage</td>
<td>40W</td>
</tr>
<tr>
<td>Supply Air Sensor</td>
<td></td>
<td>NTC type, 10 kΩ at 25°C</td>
</tr>
<tr>
<td>Battery (Wireless Sensor)</td>
<td>3.0V, CR2450</td>
<td></td>
</tr>
<tr>
<td>Fuse</td>
<td>Dimension 5x20 mm, Fast-Acting 2A, 250V</td>
<td></td>
</tr>
</tbody>
</table>
Liability and Disclaimer
All specifications and procedures are correct at time of publication, but are subject to change without notice. Please read the instructions before installing this Zone Control System. Polyaire Pty Ltd does not accept any responsibility for loss or damage that may occur as a result of the incorrect installation or operation of this AirTouch Control System.

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